

Buckinghamshire & Milton Keynes Fire Authority



MEETING	Overview and Audit Committee
DATE OF MEETING	20 November 2019
OFFICER	Calum Bell, Head of Service Development
LEAD MEMBER	Councillor Lesley Clarke OBE
SUBJECT OF THE REPORT	Annual Performance Monitor 2018-2019
EXECUTIVE SUMMARY	<p>This report provides an overview of annual performance in relation to the Authority's 2015 – 20 Corporate Plan objectives focusing, in particular, on prevention, protection and response. It covers the period 1 April 2018 to 31 March 2019.</p> <p>Overall, the balanced scorecard shows continuing restriction in our ability to secure budget growth. Despite this, the Service remains operationally successful. We have achieved a reduction in the average attendance time through continued flexibility and optimisation of our resources based on demand and informed by risk.</p> <p>In the face of an increasing population, we have achieved a continued reduction in the number of accidental dwelling fires (a key area for focus as this is typically where fire deaths occur). However, non-domestic building fires saw a slight increase in number. This small increase follows on from an exceptionally good year and continues to follow a positive long-term trend.</p> <p>The number of deliberate fires continue to increase. This is a national trend which is also being experienced in our Service area. Buckinghamshire and Milton Keynes still have one of the lowest numbers of deliberate fires per head of population when compared with similar Service areas.</p> <p>The report highlights the following notable performances:</p> <ul style="list-style-type: none"> • In total BFRS attended 7,982 incidents this compares to 7,745 in 2017-18 • Accidental Dwelling Fires reduced by 8%; • Fire related fatalities reduced and fire related injuries marginally increased; • Customer satisfaction remains high with over 90% of those surveyed very satisfied with our

	<p>services;</p> <ul style="list-style-type: none"> • Average attendance times reduced by three seconds; • We remain the lowest precepting Combined Fire Authority in the country; • There was a five per cent increase in primary fires in non-domestic properties; • There has been a nine per cent increase in false alarms; • There has been an eight per cent increase in deliberate fires.
ACTION	Noting.
RECOMMENDATIONS	That the out-turn performance against the outcome measures specified in the Corporate Plan 2015-20 be noted.
RISK MANAGEMENT	Performance and risk information is designed and presented to assist the Authority in the strategic decision-making through understanding the communities we serve and associated risk profiles. Performance management information is a major contributor to service improvement and to the effective prioritisation of resources.
FINANCIAL IMPLICATIONS	None at present.
LEGAL IMPLICATIONS	None at present.
CONSISTENCY WITH THE PRINCIPLES OF THE DUTY TO COLLABORATE	This report references collaborative work-streams based upon the Authority's collaborative principles where this is deemed appropriate.
HEALTH AND SAFETY	No issues identified from this report.
EQUALITY AND DIVERSITY	<p>Where applicable the limited resources we have are being targeted at the most vulnerable, based upon collected demographic data and available intelligence. This demonstrates an equitable process based upon risk to all members of the community. Non-domestic and domestic properties are targeted according to their risk in terms of fire and health, thus identifying the most vulnerable in the community. Scrutiny of outputs and outcomes will ensure that we obtain a clear understanding of the communities that may be impacted through under-performance.</p> <p>As a result of undertaking an Integrated Impact Assessment it has been identified that further work can now be undertaken to assess the impact and</p>

	effectiveness of our performance in relation to protected groups and others. This will then be used to inform the development of our risk management strategies.
USE OF RESOURCES	<p>Performance monitoring; Identifying the appropriate process that enables challenge of outputs and outcomes relative to our strategic objectives supports further understanding of our communities and their resource requirements.</p> <p>Communication with stakeholders; We aim to provide informative and structured performance information incorporating stakeholder contributions. The report will be circulated throughout the organisation for information and awareness. It will also be used as evidence for our preparations for the next HMICFRS inspection to demonstrate our commitment to self-analysis and improvement.</p>
PROVENANCE SECTION & BACKGROUND PAPERS	<p>Background papers:</p> <ul style="list-style-type: none"> • Corporate Plan 2015-20 • Public Safety Plan 2015-20
APPENDICES	<p>Annex A - presents a summary of performance with associated graphs.</p> <p>Annex B - presents the balanced scorecard (Prevention, Protection, Response and Finance) that supplements the annual performance monitor.</p>
TIME REQUIRED	10 minutes.
REPORT ORIGINATOR AND CONTACT	<p>Craig Newman, Manager – Data Intelligence Team cnewman@bucksfire.gov.uk 01296 744444</p>